CALNET II RFP DGS-2053

Question and Answer Set #32

June 22, 2006

262. In the Section 7B and 7C pricing tables for Network Based ACD and Network Based IVR the State is asking for both Port based pricing and Minutes of Use pricing. Is it the State's intent to let the bidders provide either Port or MOU pricing depending on how their ACD or IVR platform is billed? If so, should the bidders put a $0 in the one time or MRC cell on the option that they choose not to offer?

For Network based ACD, the pricing tables only allow for per minute units of measurement. These per minute charges apply to each port, but this should not be construed as a "per port" unit of measure, only an economy of scale price breakdown. Regarding IVR price structure (and any other service), bidders may enter a "$0" for any service they choose not to charge separately for or that may be included in the base price. Entering "$0" does not negate the vendor's obligation to provide a mandatory service.

263. In Section 6.3.5.2, IP Network Based IVR System: "Custom applications of IVR: Custom Applications, including modifications and/or programming changes to the design and/or Application Program for existing custom IVR (e.g., host connection) shall be provided in accordance with the provisions for contracted service project work as described in Section 6.3.17". Custom applications of IVR, Section 6.3.17 is referred to for contracted service project work. Did the state intend to reference Section 6.3.12 for contracted service project work?

Yes. The contracted service project work referenced section will be corrected in sections 6.3.5.2 and 6.3.5.4 in addendum 39.

264. Section 7c Worksheet, 6.3.5.2a Line Item 5 (FAX on Demand) The State is requesting that Fax on Demand services be priced on a per port basis. Per port pricing refers to a platform, Premise based CPE pricing. The Mandatory-Optional requirement in Section 6.3.5.2 is that Fax on Demand be a Mandatory-Optional Service or Feature of the IP Network Based IVR. A network based Feature or Service is not based on a per port, platform pricing. Network based FAX services use shared gateways to transmit and receive FAX documents and are not limited as premised based solutions are. Network based solutions typically do not

penalize a customer because one fax connecting at 2400 baud while another connects at 14400 baud. The universal measurement for network based fax service is on a per page basis. Will the State change the cost per unit of the Fax on Demand service from per port to per page?

Yes, measurement was changed from per port to per page in addendum 38.

265. Reference Section 6.2.19.3 – Backbilling. Will the State consider billing credit entitlements up to three years from the time the billing dispute is brought to the Contractors attention in writing instead of three years from the time of invoice billing date?

Our concern is with the present wording in year six of the new contract (2012), a customer could bring us a billing dispute from an invoice dated December 2009, and the contract would require us to issue credits from December 2006, representing six years worth of credits.

We believe the State's intention was to issue three year's worth of credits from the time the Contractor received notification of an error. For example, with an issue brought to us in 2012, we would credit back to 2009, even if the invoice is from 2006. In light of the Contractor's restriction on backbilling of 12 months, it does not seem reasonable for the State to require credits greater than three years.

For clarification, this contract is a 5 year contract with two "one year" optional extensions that the State may or may not exercise at its discretion. Credits shall be issued up to three years back from the date of dispute notification. This applies to all four modules of CALNET II.